

**CITY OF RALEIGH, NORTH CAROLINA
PUBLIC UTILITIES DEPARTMENT
FIRE HYDRANT METERING POLICY
Effective 5/01/2013**

I. PURPOSE

To establish procedures and regulations regarding the usage and metering of water from fire hydrants for the purchase of bulk water by any person(s), firm, or corporation.

II. SCOPE

All customers will be required to complete a hydrant meter service application appendix A (attached) in person at the City of Raleigh Public Utilities Meters Division Office, 3304 Lake Woodard Drive, for the use of fire hydrant metering devices. The application must be accompanied by a deposit of \$500.00 per hydrant meter that will be applied to the final bill, paid by check, Visa or MasterCard – no cash will be accepted by the City for hydrant meter deposits.

- a) Hydrant meter assemblies are subject to availability.
- b) Customers will be billed on a monthly cycle by Utility billing for all water usage at the current applicable outside City retail rate per CCF(748 gallons).
- c) Upon return of the hydrant meter assembly (and associated equipment) deposits shall be refunded to the customer within thirty (30) days, providing the following has occurred:
 - 1. Hydrant meter assembly (and associated equipment) have been returned in good working condition, with no excessive wear or damage
 - 2. Customer has paid for any damaged and/or missing equipment
 - 3. All outstanding water usage and rental charges for the hydrant meter assembly have been paid in full by the customer

III. PROCEDURES

Customers may apply for temporary water sales through the City's hydrant meter program. Temporary is defined as less than one (1) year. Construction sites that exceed the one (1) year timeframe must have a permanent water service installed at that location. All appropriate permits and fees must be paid for by the contractor and in accordance with City policy. The City also offers bulk reuse water. For more information concerning bulk reuse water contact the Neuse River Waste Water Treatment Plant at (919) 662-5700.

Customers will be allowed to rent the hydrant metering devices by the day, month, or year. Non-refundable rental rates for the hydrant meter and backflow preventer assembly are listed in the table below, no pro-rating will be allowed on monthly and yearly accounts. In addition to the rental charge, the customer is responsible for paying for the actual amount of water used (consumed) and will be billed by the City based on the meter readings for the rental period. Rental and consumption charges shall be billed monthly or at the end of the applicable rental period, whichever comes first.



Daily Hydrant Meter Rental Rate	◆ \$10.00 / Day
Monthly Hydrant Meter Rental Rate	◆ \$280.00 / Month
Yearly Hydrant Meter Rental Rate	◆ 1,500.00 If paid in advance when account is first established, otherwise customer is charged monthly rental
Consumption Rate	◆ \$5.90/CCF (1 CCF = 748 gallons)

Note: Rental rates are for the actual time customer has the meter, regardless of usage, and will be billed monthly unless an annual rental fee is paid in advance.

No meter shall be used unless temperature is 35 degrees Fahrenheit or above and rising. When temperature falls to 35 degrees Fahrenheit, hydrant shall be closed and the hydrant meter shall be disconnected from the hydrant. City staff will provide training and written instructions to all applicants on the proper operation of fire hydrants, and the proper techniques for the connecting and removing of the hydrant meter assembly. Failure to comply may be subject to the issuance of Civil Penalties as outlined in the Raleigh City Code Section 8-2002 and 8-2014.

IV. Hydrant Meter Usage

- A. Customers shall be trained in proper usage prior to issuance of a hydrant meter assembly.
- B. At no time shall any hydrant meter/backflow assembly be disassembled or altered by anyone other than City of Raleigh staff.
- C. At no time shall any hose be left connected to a fire hydrant that is not connected to a hydrant meter assembly.

- D. Hydrant meter assemblies may be securely mounted to water truck/tankers. Truck mounted hydrant meter assemblies must clearly display the provided placard at all times.
- E. Only use an approved hydrant wrench. Do **NOT** use a pipe wrench, crescent wrench, etc.
- F. Before installing the hydrant meter, open the hydrant slowly and let the water flow for approximately 30 seconds to clear the line of debris.
- G. When opening a hydrant, turn the wrench slowly counterclockwise until the wrench stops turning, then back off $\frac{1}{4}$ turn.

- H. Make sure you regulate the water flow by turning your hydrant meter's gate valve, **NOT** by partially opening the hydrant or adjusting the ball valves on either side of the backflow (handles have been removed to prevent this). No pipe wrench is to be used. A hydrant must be turned completely on or it will drain. The draining is through a valve under ground level and will damage the area surrounding the hydrant and/or the hydrant itself.
- I. Large 3" hydrant meters shall **NOT** be connected directly to the hydrant. You must use the provided fire hose to attach the hydrant meter to the hydrant. However, 5/8" hydrant meters can be directly connected to the hydrant.
- J. Do **NOT** leave your hydrant meter on the ground. The hydrant meter should be supported and no less than 12" off the ground at its lowest point to allow for proper backflow prevention and drainage. The customer is responsible for providing the materials to support the hydrant meter.
- K. The fire hydrant or hydrant meter should **NOT** be left on overnight or unattended.
- L. When closing a hydrant, turn the wrench slowly clockwise until the wrench stops turning, then back off a quarter turn.

- M. Be sure to replace and tighten all hydrant caps hand tight after use.
- N. Do **NOT** let anyone drive over or place materials on the fire hose connecting the hydrant meter to the hydrant. It may cause severe damage to the hydrant meter, hydrant, and water lines in the area.
- O. Report all broken fire hydrants **IMMEDIATELY**. Call the City of Raleigh at (919) 996-2737.
- P. Customer shall ensure that the meter is registering and that no leaks are present. Any broken or leaking meters/backflow shall be returned immediately to the City of Raleigh for repair.

- Q. Any damage to the City's fire hydrants and/or potable water system caused by negligent use of a fire hydrant may result in the issuance of Civil Penalties as outlined in the Raleigh City Code Section 8-2013. Lessee will also be held liable for all City costs for the repair of all related water mains and devices. Negligent damage will also result in the suspension of hydrant meter privileges.

Note: Failure to comply with the above conditions will result in the immediate suspension of hydrant meter privileges and forfeiture of the hydrant meter deposit.

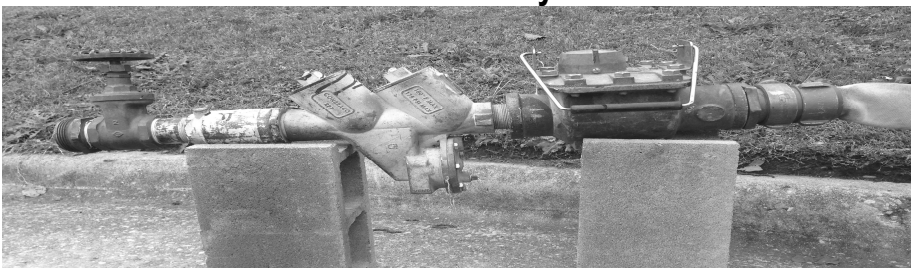
HYDRANT METER ASSEMBLY

5/8" Assembly



5/8" Hydrant Meter are attached directly to the fire hydrant

3" Assembly



All 3" Hydrant Meters must be stabilized a minimum of 12" above the ground to prevent debris entering the backflow assembly and allow proper drainage



10' section of Fire Hose provided by the City of Raleigh for all 3" Hydrant meters

v. BILLING

Customer Billing:

All customers will be billed monthly, for water usage and rental fees. The customer will send their readings to the Meters Division by the 7th day of each month. Readings can be sent by fax @ 919-996-1865, by e-mail to hydrant.meter@raleighnc.gov, by mail to the City of Raleigh, Meters Division, 3304 Lake Woodard Dr., Raleigh NC 27604, or bring the hydrant meter to the Meters Division at 3304 Lake Woodard Dr. to be read.

NOTE: If readings are not received by the 7th day of each month, accounts with 5/8" hydrants meters will be charged for 25 CCF and larger hydrant meter accounts will be billed for 100 CCF. When accurate readings are acquired, and if the usage is under, there will be a credit adjustment; if the usage is over, the customer will be billed for the difference. Failure to report readings for two consecutive months will result in a \$50.00 per month penalty to be deducted from the \$500.00 deposit at the end of the rental period. Continued failure to report meter readings in a timely manner for billing or accounts that are not paid in full will result in the loss of hydrant meter privileges, penalties, forfeiture of hydrant meter deposits and the permanent closing of the hydrant meter account with the City of Raleigh.

DEPOSIT:

Deposit refunds will be applied to the final bill. The cost of repairs or replacement for the hydrant meter, backflow assembly, and missing or damage accessories will be deducted from the deposit prior to any refund being processed.

VI. PENALTIES

Only City of Raleigh hydrant meters with approved backflow assembly provided by the City may be used to obtain water from a fire hydrant in the City of Raleigh service area. The City of Raleigh service area includes Raleigh, Garner, Rolesville, Knightdale, Wendell, Zebulon and Wake Forest.

The use of any hydrant meter assembly other than those provided by the City of Raleigh will be subject to the issuance of Civil Penalties as outlined in the Raleigh City Code Section 8-2002 and 8-2014.

Continued use of a hydrant meter, when usage readings are not being registered will be considered a violation of the Raleigh City Code Section 8-2002 and will be subject to civil penalties in the amount of \$500.00 per day, per violation. It is the responsibility of the customer to notify the Meters Division at 919/996-2797 when the meter is not registering / recording the water usage.

All hydrant meter assemblies are the property of the City of Raleigh Public Utilities Department. Failure to return the hydrant meter assembly at the end of the rental period will be considered theft of City property and will be prosecuted to the fullest extent of the law.

Individuals using City water that is unmetered and unauthorized by the Public Utilities Director are subject to a civil penalty of \$500.00 per day, and applicable water consumption charges.

VII. Water Restrictions

All hydrant meters may be subject to immediate recall/return in the event of the implementation of Water Restrictions.